

SUBJECT

BOARD RESOLUTION NO. 18-1702

Pertaining to a Master Professional Services Agreement with Advanced Utility Systems to provide upgrades, add-ons, enhancements and fixes to SPRWS Customer Information and Billing System software as detailed in Statements of Work.

BACKGROUND INFORMATION

Staff is seeking approval to enter into a master professional services agreement with Advanced Utility Systems which provides for annual renewals up to 4 years. The master agreement governs professional services requested by SPRWS, which are detailed in Statements of Work which serve as addendums to the agreement ("Schedules"). The first of these Schedules, Schedule A, is attached to this master agreement.

See attached Report, Agreement, and Statement of Work.

RECOMMENDATION

Board approval is recommended.

REPORT

Professional Services Agreement with Advanced Utility Systems governing professional services.

September 26, 2018

Background:

SPRWS is licensed to operate the customer information and billing software described as CIS Infinity and as detailed in an agreement with Advanced Utility Systems dated June 25, 2008. SPRWS currently receives support and maintenance services from Advanced Utility Systems related to CIS Infinity software in accordance with terms and conditions of a separate support and maintenance agreement dated June 25, 2008.

SPRWS went live with CIS Infinity Version 3 in November, 2009.

SPRWS upgraded and went live with CIS Infinity Version 4 in April 2016.

Advanced Utility Systems strives to keep pace with technology by developing upgrades, add-ons, and otherwise improving the software on an on-going basis.

From time to time, SPRWS desires to implement software upgrades, add-ons, enhancements and fixes where such software enhancements might create efficiencies and/or improve customer service options. Implementation typically requires professional services such as software installation, configuration, data conversion, interfaces, administrative and user training, and testing support.

Accordingly, staff is seeking approval to enter into a master professional services agreement which provides for annual renewals up to 4 years. The master agreement governs professional services requested by SPRWS as detailed in "Schedules" which become addendums to the agreement.

Each "Schedule" must include:

1. A description of the software enhancement, add-on or fix.
2. A summary of all professional services and associated deliverables necessary for SPRWS to use/go-live with the new software.
3. A summary of SPRWS responsibilities needed to facilitate the work.
4. A cost estimate for the work that includes lump sum and/or hourly rates where appropriate and a not-to exceed amount.
5. A payment schedule based on milestone deliverables.

Summary of Schedule A: Implementation of Infinity Link Version 4

The master professional services agreement of which staff is seeking approval contains an initial Schedule A to Agreement with Advanced Utility Systems to implement Infinity Link Version 4.

Infinity Link is an on-line payment processing module. SPRWS implemented Infinity Link

Version 3 in 2011 and some 21,000 active registered users are paying their water bills via this on-line system. However, the system has the following disadvantages:

- does not conform with the Americans with Disabilities Act (“ADA”) requirements for the visually impaired
- registration requires submittal of a written application and is a manual process
- auto-pay can only be drawn from a savings or checking account.

Infinity Link version 4 offers customer enhancements including:

1. Conforms with ADA requirements for the visually impaired.
2. Customers can schedule recurring credit card payments.
3. Customer can pay via e-check.
4. Customer can register online.
5. Customers can view any number of past bills.
6. Customer/owner of multiple properties can process a single payment for all accounts with a similar customer number.

The scope of work includes:

1. Software installation, configuration, data conversion	\$45,600
2. New interface with US Bank/Elavon payment processor	\$38,000
3. Two week of on-site training	\$15,200
4. Travel Expenses	\$5,000
Total not to exceed:	\$103,800